



The OCP User Manual

Welcome to the Online Claims Platform

OCP stands for Online Claims Platform. It is a platform for FSC certificate holders, where transactions of FSC certified products are recorded. In short, the customer of FSC certified products enters the FSC claim from their suppliers invoice into the OCP. These entries are then confirmed by the suppliers, ensuring that the claim is agreed as accurate by both parties. The OCP can generate volume summary and origin report based on data entries.

This **User Manual** provides the instruction you need to be able to use the OCP. For more background on the OCP, please go [here: ocp-info.fsc.org](http://ocp-info.fsc.org).

Providing Your Feedback

Feedback from users is critical so that the platform can be updated and reflect latest trends. After spending time learning how the OCP works, please take 3-5 minutes to fill out the appropriate surveys.

Surveys available:

Registration: <https://www.surveymonkey.com/s/OCPRUC>

Entering Claims: <https://www.surveymonkey.com/s/OCPClaims>

OCP support: <https://www.surveymonkey.com/s/OCPSupport>

Registro: <https://www.surveymonkey.com/s/7DW7CMV>

Ingresar Declaraciones: <https://www.surveymonkey.com/s/9GBLPGH>

Materiales de soporte OCP: <https://www.surveymonkey.com/s/9GFFBCZ>

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Getting Started

Two ways to use the OCP

Users can choose to use the “demo” or “live” version of the OCP.

The demo version is a testing version of the OCP where you can explore the OCP features and functions. In the demo, you can connect to your actual suppliers but they will not receive email notifications.

- ① Note: the Demonstration version will periodically be refreshed. This will remove **all** of your OCP account information. After a refresh, you will need to reregister and reconnect to suppliers. This will give you a fresh slate for entering claims.

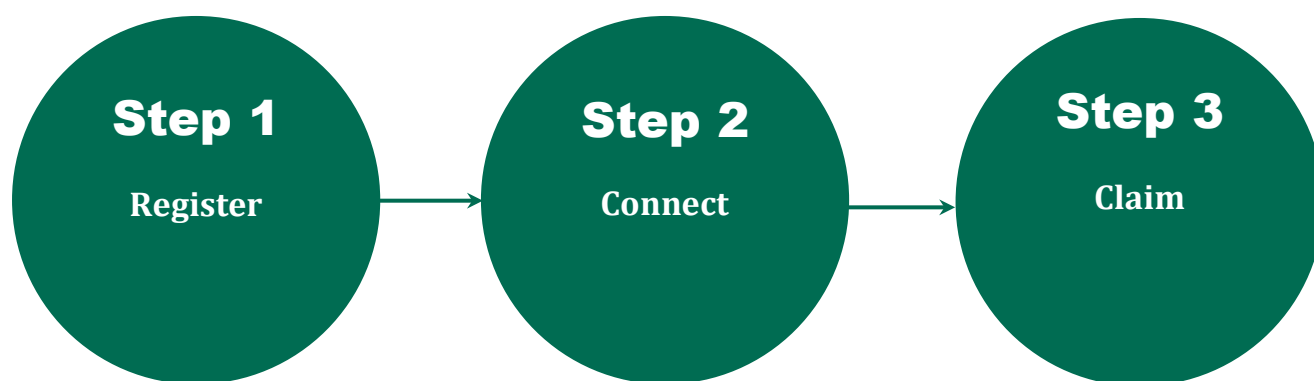
The live version is the actual OCP where all connections and data are stored and viewable by your individual connected trading partners.

- ① Note: both versions have a “test supplier” account that users can connect too and enter test claims (Read more about “test supplier” at [Appendix 1](#)).

Features of the two versions of the OCP

Version	Demo OCP	Live OCP
Address	https://ocp-demo.fsc.org	https://ocp.fsc.org/
Effective date	Feb. 3 rd 2014	Coming soon
Function	Email notification is turned off	Fully functional
Data	Data entered will be deleted periodically and considered not real.	Data remains in the system and won't be deleted.
Supplier Accounts	Users and “test supplier” account available for users to test: Beta-COC-000001.	Users and “test supplier” account available for users to test: Beta-COC-000001.

Three Steps of using the OCP



If you hold a FSC certificate, an account is automatically created for you to activate.

Quick guide:
[How to sign up to use the OCP?](#)

Connecting will be similar to, and as simple as starting a Facebook or LinkedIn account and sending a “new connection” request.

Quick guide:
[How to connect with Suppliers?](#)

Once connected, you are ready to start entering claims based on the FSC invoices you have received.

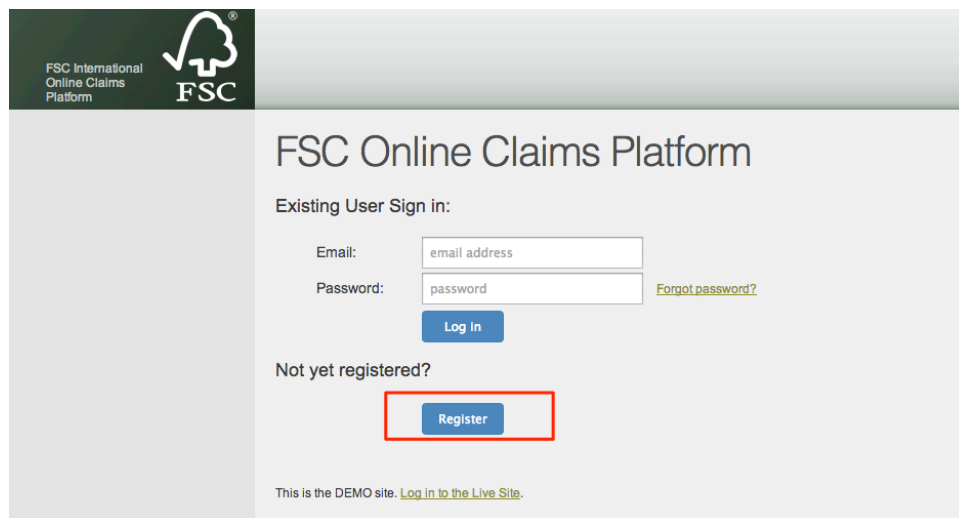
You will only be required to enter the information you are already collecting as part of your FSC certification.

Quick guide:
[How to enter claims?](#)

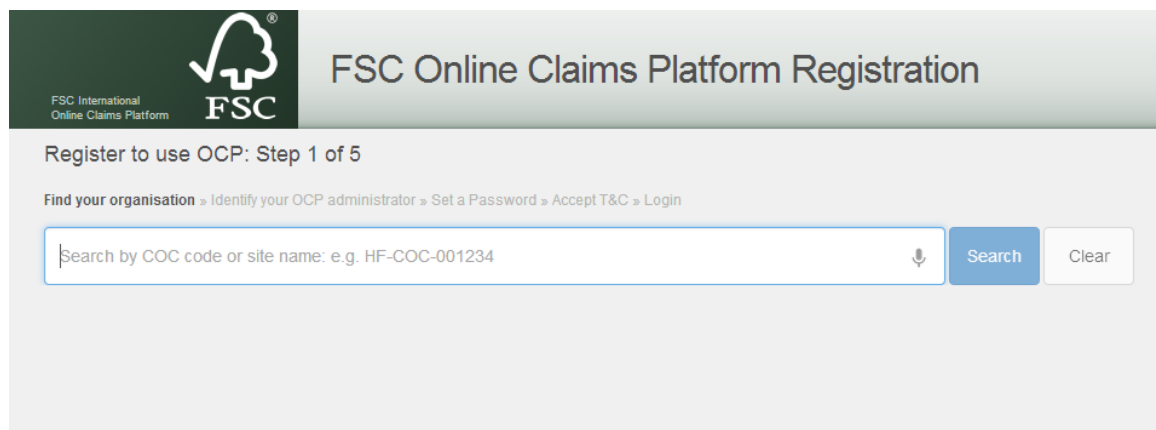
Registration – How to sign up to use the OCP

Step 1 – Access the OCP and find your organization

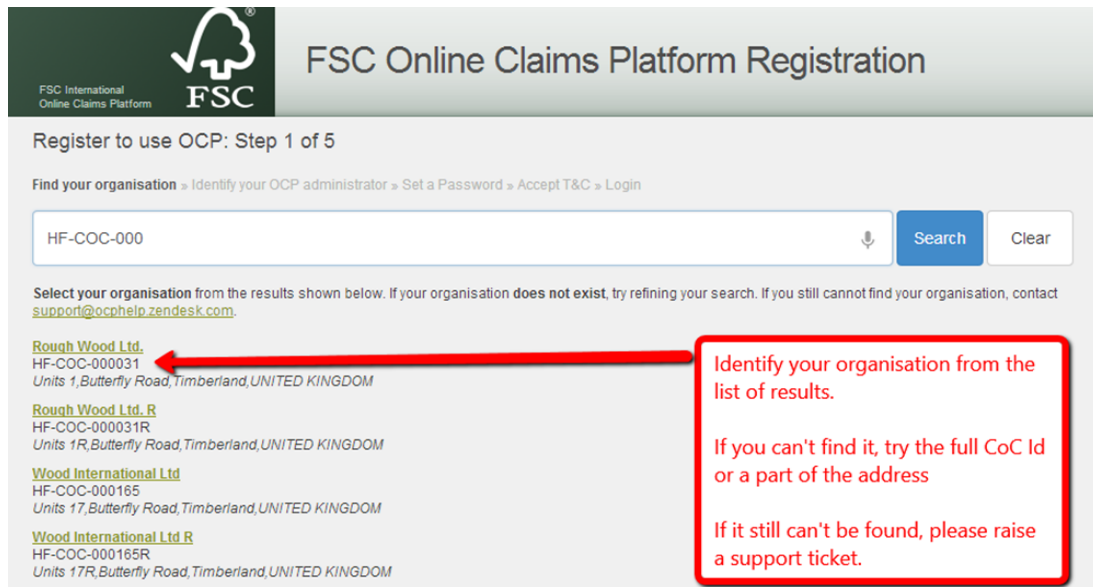
- **For the Demo version:** In your Internet browser enter <http://ocp-demo.fsc.org> into the address bar
- **For the Live version:** In your Internet browser enter <https://ocp.fsc.org/>.
- Navigate to the “**Registration**” page:



- Search for your organisation using either your Certificate Code or the site name: e.g. XX-COC-XXXXXX



- Select your organization from the list of results.



FSC Online Claims Platform Registration

Register to use OCP: Step 1 of 5

Find your organisation » Identify your OCP administrator » Set a Password » Accept T&C » Login

HF-COC-000

Search Clear

Select your organisation from the results shown below. If your organisation **does not exist**, try refining your search. If you still cannot find your organisation, contact support@ocphelp.zendesk.com.

Rough Wood Ltd.
HF-COC-000031
Units 1, Butterfly Road, Timberland, UNITED KINGDOM

Rough Wood Ltd. R
HF-COC-000031R
Units 1R, Butterfly Road, Timberland, UNITED KINGDOM

Wood International Ltd
HF-COC-000165
Units 17, Butterfly Road, Timberland, UNITED KINGDOM

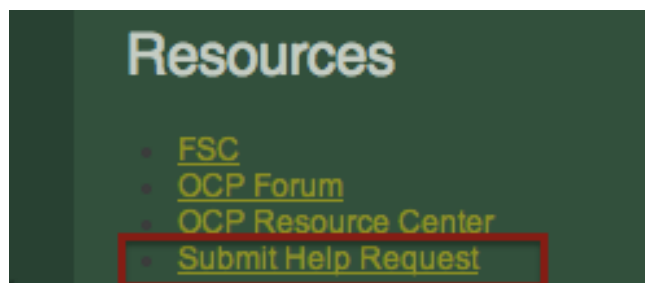
Wood International Ltd R
HF-COC-000165R
Units 17R, Butterfly Road, Timberland, UNITED KINGDOM

Identify your organisation from the list of results.

If you can't find it, try the full CoC Id or a part of the address

If it still can't be found, please raise a support ticket.

- If you cannot find your organization, please contact the OCP Support Team by submitting a support ticket at the bottom:



- Multi-site certificate holders can register all sub-codes and assign administration rights ([see Page 28](#)) to the sub-code accounts.

Step 2 – Identify your OCP administrator

- Select the contact person who will be the OCP administrator and click **“Register”**
OR
- You can request to register with an alternative email address. Fill in the appropriate boxes at the bottom with the details and then click **“Request Permission”**. The FSC contact that is associated with your certificate will have to provide permission for others to register or use the system.



FSC Online Claims Platform Registration

Register to use OCP: Step 2 of 5

Find your organisation » **Identify your OCP administrator** » Set a Password » Accept T&C » Login

Rough Wood Ltd, R
HF-COC-000031R
Units 1R, Butterfly Road, Timberland, UNITED KINGDOM

Pick your OCP Administrator from the list of FSC Contacts for your certificate

Edward Jenner (fscocp+1R@gmail.com)

Or **request permission** to be the OCP Administrator from the FSC Contacts listed on the left

All contacts on your FSC Certificate will be listed here.

Pick the contact who will be the OCP Administrator.

If you want someone else to be the Administrator provide their details here. The FSC Contacts will have to give permission.

- An email will be sent to the chosen administrator or to the FSC contact asking for permission to be granted.



FSC Online Claims Platform Registration

Register to use OCP: Step 2 of 5

Find your organisation » **Identify your OCP administrator** » Set a Password » Accept T&C » Login

Search

Clear

Rough Wood Ltd. R
HF-COC-000031R
Units 1R, Butterfly Road, Timberland, UNITED KINGDOM

Thank you

Thank you for registering to use the FSC Online Claims Platform.

You will shortly receive an email from the OCP containing a link to activate your registration.

An email will be sent to the chosen Administrator

or

An email will be sent to the FSC Contacts asking for permission to be granted.

- Click on the link in the email to activate the account.

ocp-test@ssp.stringtogether.com
to me

Dear Edward Jenner

You have been invited to use the FSC's Online Claims Platform

An administrator of the account for Rough Wood Ltd. R has granted you access

To activate this invitation please click this link: <http://ocp-test.fsc.org/invite.html?isignupfscocp%2B1R%40gmail.com/%241%24tw4ODd+Im%249TUHrHCPIdAoag>

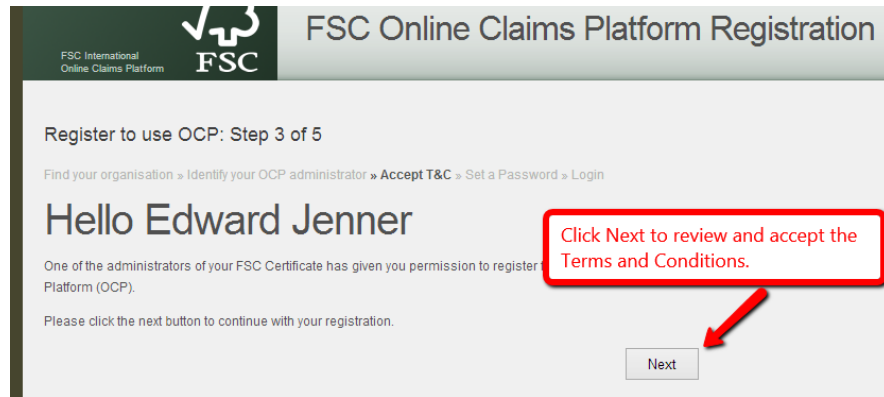
Regards

OCP Admin System

This is an automated notice, please do not reply

Step 3 – Accept Terms and Conditions of Use (T&C)

- Click **“Next”** to review the Terms and Conditions.



FSC International Online Claims Platform

FSC Online Claims Platform Registration

Register to use OCP: Step 3 of 5

Find your organisation » Identify your OCP administrator » **Accept T&C** » Set a Password » Login

Hello Edward Jenner

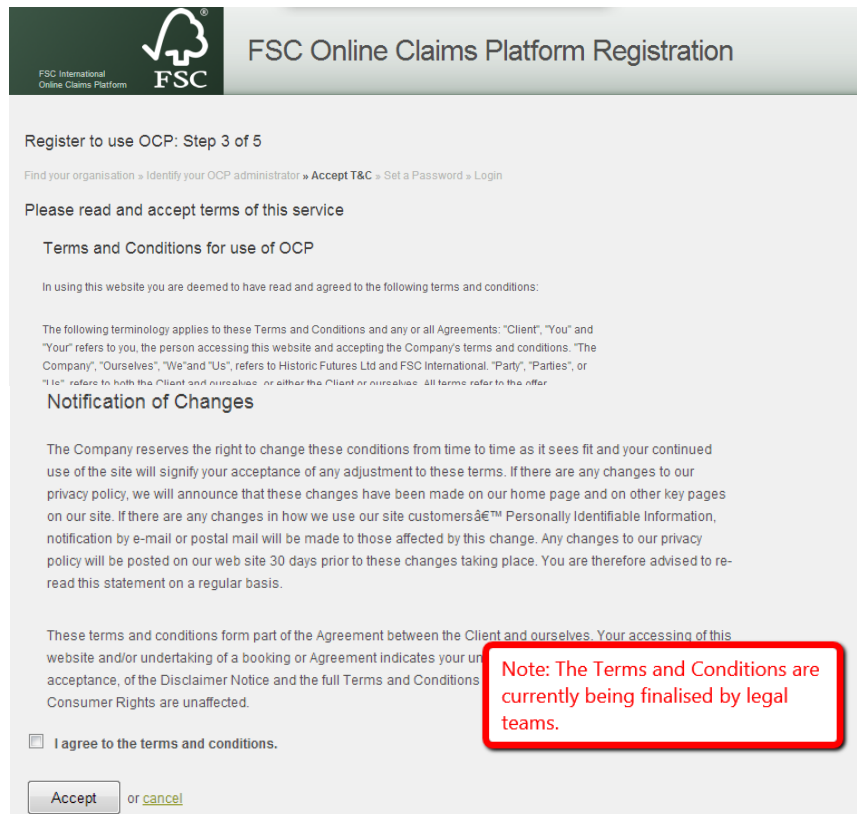
One of the administrators of your FSC Certificate has given you permission to register on the Online Claims Platform (OCP).

Please click the next button to continue with your registration.

[Next](#)

Click Next to review and accept the Terms and Conditions.

- Click **“Accept”** if you agree to the Terms and Conditions and proceed to the next step.



FSC International Online Claims Platform

FSC Online Claims Platform Registration

Register to use OCP: Step 3 of 5

Find your organisation » Identify your OCP administrator » **Accept T&C** » Set a Password » Login

Please read and accept terms of this service

Terms and Conditions for use of OCP

In using this website you are deemed to have read and agreed to the following terms and conditions:

The following terminology applies to these Terms and Conditions and any or all Agreements: "Client", "You" and "Your" refers to you, the person accessing this website and accepting the Company's terms and conditions. "The Company", "Ourselves", "We" and "Us", refers to Historic Futures Ltd and FSC International. "Party", "Parties", or "He" refers to both the Client and ourselves, or either the Client or ourselves. All terms refer to the offer.

Notification of Changes

The Company reserves the right to change these conditions from time to time as it sees fit and your continued use of the site will signify your acceptance of any adjustment to these terms. If there are any changes to our privacy policy, we will announce that these changes have been made on our home page and on other key pages on our site. If there are any changes in how we use our site customers' Personally Identifiable Information, notification by e-mail or postal mail will be made to those affected by this change. Any changes to our privacy policy will be posted on our web site 30 days prior to these changes taking place. You are therefore advised to re-read this statement on a regular basis.

These terms and conditions form part of the Agreement between the Client and ourselves. Your accessing of this website and/or undertaking of a booking or Agreement indicates your unqualified acceptance, of the Disclaimer Notice and the full Terms and Conditions. Consumer Rights are unaffected.

☐ I agree to the terms and conditions.

[Accept](#) or [cancel](#)

Note: The Terms and Conditions are currently being finalised by legal teams.

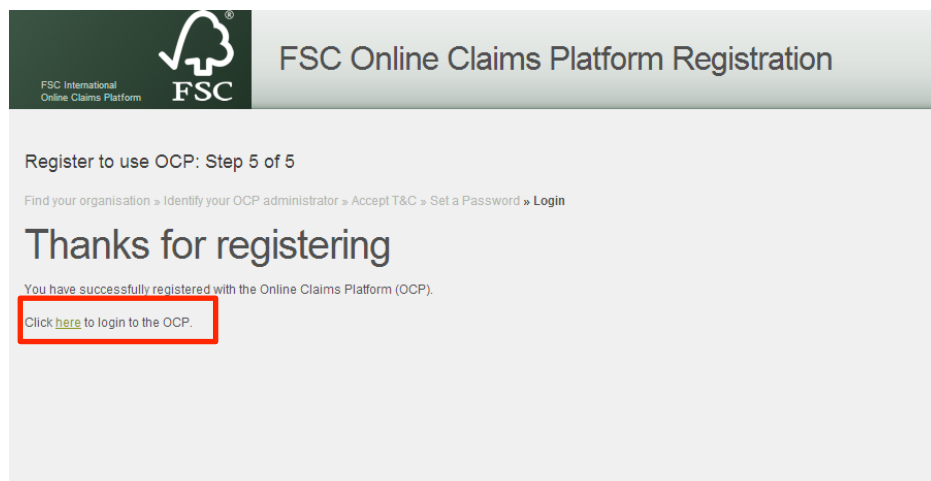
Step 4 – Set a password and log in for the first time

- Choose and confirm a password. Passwords must be a minimum of 8 characters and contain at least one number and one uppercase character.



The screenshot shows the 'FSC Online Claims Platform Registration' page at Step 4 of 5. The header includes the FSC logo and the text 'FSC International Online Claims Platform'. The main heading is 'Register to use OCP: Step 4 of 5'. Below this is a breadcrumb trail: 'Find your organisation » Identify your OCP administrator » Accept T&C » Set a Password » Login'. The instruction 'Please choose a password:' is followed by a note: 'Please note that new passwords must be a minimum of 8 characters and contain at least one number and one uppercase character.' There are two input fields: 'New Password:' and 'Confirm Password:'. A red-bordered box contains the text 'Note: A strong password is required.' A 'Next' button is located at the bottom right.

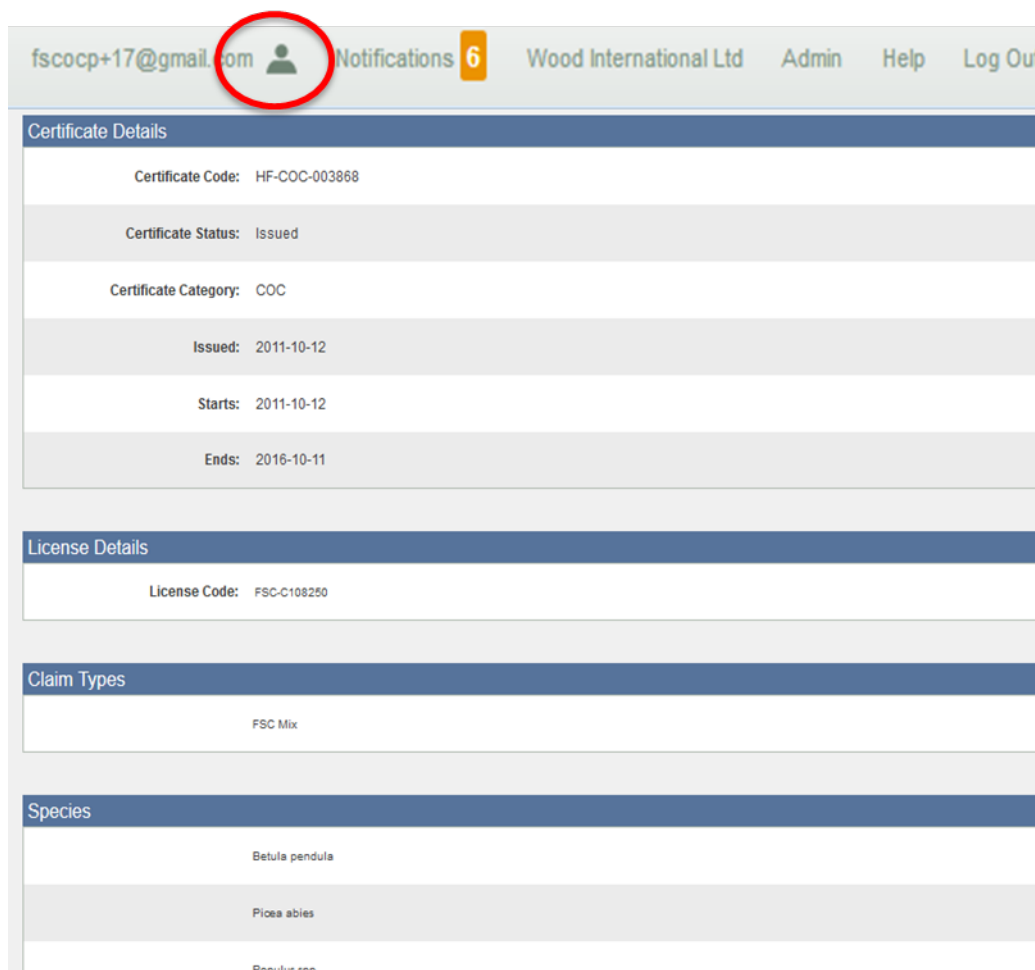
- Now your registration is completed! You will be able to login using the email address used to set up the account and the password you created.



The screenshot shows the 'FSC Online Claims Platform Registration' page at Step 5 of 5. The header includes the FSC logo and the text 'FSC International Online Claims Platform'. The main heading is 'Register to use OCP: Step 5 of 5'. Below this is a breadcrumb trail: 'Find your organisation » Identify your OCP administrator » Accept T&C » Set a Password » Login'. The main heading is 'Thanks for registering'. Below this is a message: 'You have successfully registered with the Online Claims Platform (OCP)'. A red-bordered box contains the text 'Click [here](#) to login to the OCP.'.

Verifying Account information

- Navigate to “**Account**” tab to view your certificate information¹:



Certificate Details	
Certificate Code:	HF-COC-003868
Certificate Status:	Issued
Certificate Category:	COC
Issued:	2011-10-12
Starts:	2011-10-12
Ends:	2016-10-11

License Details	
License Code:	FSC-C108250

Claim Types	
	FSC Mix

Species	
	Betula pendula
	Picea abies
	Populus spp.

¹ Ensure claims types, species, and product types are in the certificate scope.

- To update your certificate information, navigate to “**Help**” tab and submit a support ticket.
 - Give a brief description of your request including your certificate number.
 - Your certification body will be contacted to update your certificate information found in info.fsc.org.
-  Feature being developed

fscocp+17@gmail.com

Notifications **6**
Wood International Ltd
Admin
Help
Log Out

How can we help you?

Question*

Update Certificate information that is publicly available

Details*

Certificate code: HF-COC-00001.
Please:
1. change address to XXXXXXXX
2. Add 'Betula pendula' into species
3. Delete W1.1 Roundwood(logs) from product group
Thank you.

Name*

Gregor Mendel

Your email address*

fscocp 5@gmail.com

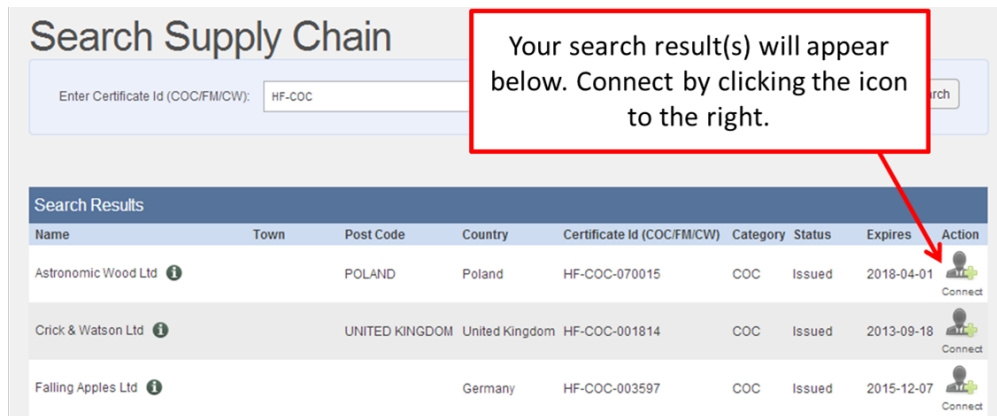
Powered by Zendesk

Submit

Managing Connections

Connect with suppliers by sending a connection request:

- Navigate to the **“Supply Chain”** tab and search for your suppliers by FSC certificate codes.
- Identify the correct organization and click on **“Connect”** icon.



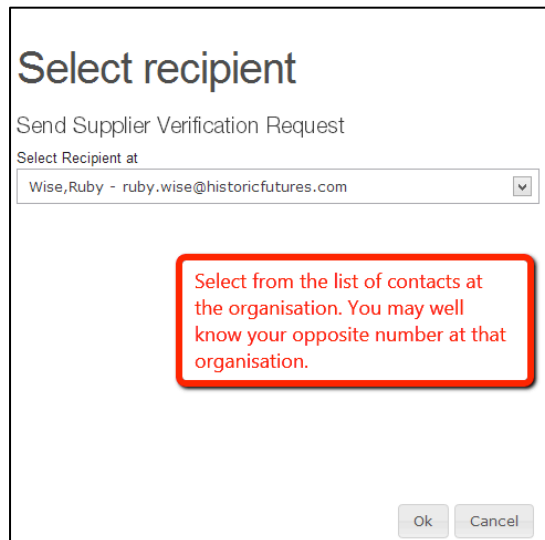
Search Supply Chain

Enter Certificate Id (COC/FM/CW): HF-COC

Your search result(s) will appear below. Connect by clicking the icon to the right.

Name	Town	Post Code	Country	Certificate Id (COC/FM/CW)	Category	Status	Expires	Action
Astronomic Wood Ltd		POLAND	Poland	HF-COC-070015	COC	Issued	2018-04-01	 Connect
Crick & Watson Ltd		UNITED KINGDOM	United Kingdom	HF-COC-001814	COC	Issued	2013-09-18	 Connect
Falling Apples Ltd			Germany	HF-COC-003597	COC	Issued	2015-12-07	 Connect

- From the dropdown list of contacts, select the name of the person in which you would like to send the connection request.



Select recipient

Send Supplier Verification Request

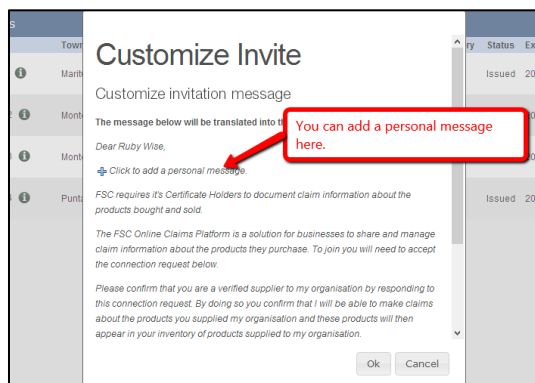
Select Recipient at

Wise, Ruby - ruby.wise@historicfutures.com

Select from the list of contacts at the organisation. You may well know your opposite number at that organisation.

Ok Cancel

- Send the generic invitation or add a personal message by clicking the “+”.



Customize Invite

Customize invitation message

The message below will be translated into the language of the recipient.

Dear Ruby Wise,

[Click to add a personal message.](#)

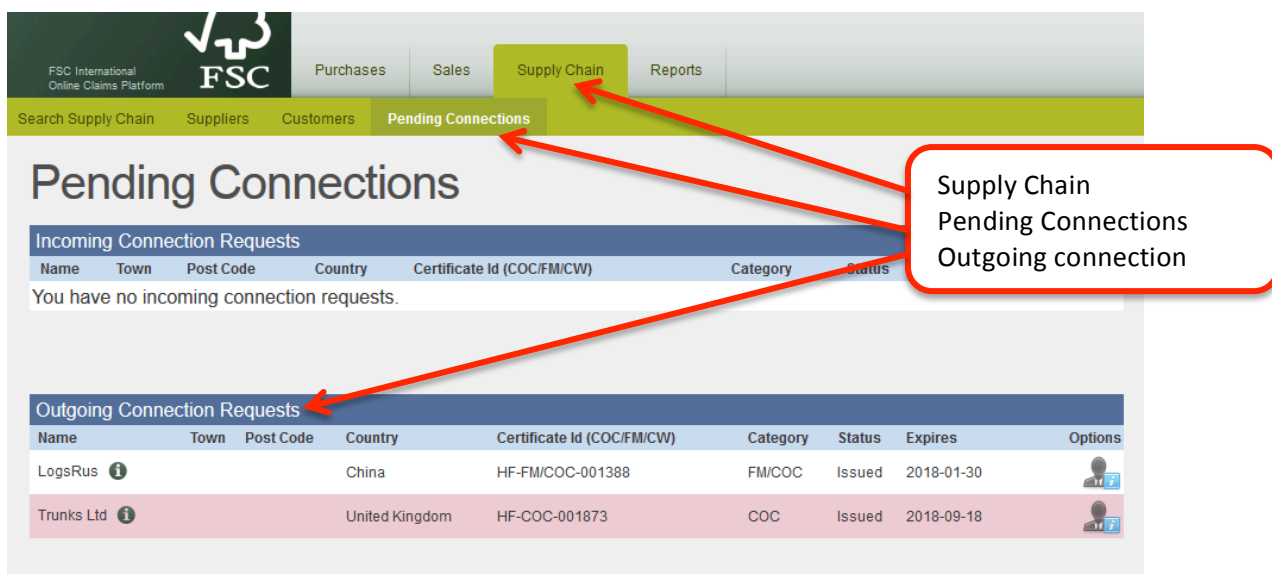
FSC requires its Certificate Holders to document claim information about the products bought and sold.

The FSC Online Claims Platform is a solution for businesses to share and manage claim information about the products they purchase. To join you will need to accept the connection request below.

Please confirm that you are a verified supplier to my organisation by responding to this connection request. By doing so you confirm that I will be able to make claims about the products you supplied my organisation and these products will then appear in your inventory of products supplied to my organisation.

Ok Cancel

- A notification will be sent to your supplier’s OCP account and their email address.
- Click “**Pending connections**” to view the status of your “**outgoing connection requests**”.



FSC International Online Claims Platform

Purchases Sales **Supply Chain** Reports

Search Supply Chain Suppliers Customers **Pending Connections**

Pending Connections

Incoming Connection Requests

Name	Town	Post Code	Country	Certificate Id (COC/FM/CW)	Category	Status
You have no incoming connection requests.						

Outgoing Connection Requests

Name	Town	Post Code	Country	Certificate Id (COC/FM/CW)	Category	Status	Expires	Options
LogsRus			China	HF-FM/COC-001388	FM/COC	Issued	2018-01-30	
Trunks Ltd			United Kingdom	HF-COC-001873	COC	Issued	2018-09-18	

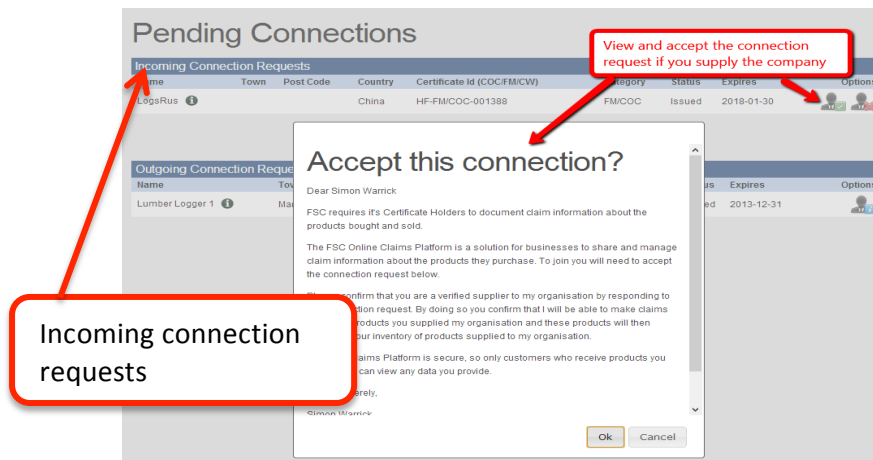
Supply Chain
Pending Connections
Outgoing connection

- Once your supplier accepts the request, in the future you will be notified of all changes in the scope or status of their FSC certificates in near real time.²

² FSC-STD-40-004_V2-1 Chain of Custody standard: 3.2 Supplier Validation

Accept connection request invitations from your customers:

- Login and click “**Pending Connections**” to view the status of your incoming connection requests.
- View and accept or reject the connection requests at “**Incoming Connection Requests**”.



Allow suppliers to Record claims:

In some supply chains it is more pragmatic for the supplier to enter the claim.

- ① To record sales claims, consent from both trading parties is required.

Click “**Supply Chain**”, then “**Suppliers**”, then check the “**Make Claims**” box to allow your supplier to enter their FSC sales to you.

Existing Suppliers									
Name	Town	Post Code	Country	Certificate Id (COC/FM/CW)	Category	Status	Expires	Make Claims	Remove
Astronomic Wood Ltd			Poland	HF-COC-070015	COC	Issued	2018-04-01	☒	☐

Allow Supplier to record claims

Deleting Connections

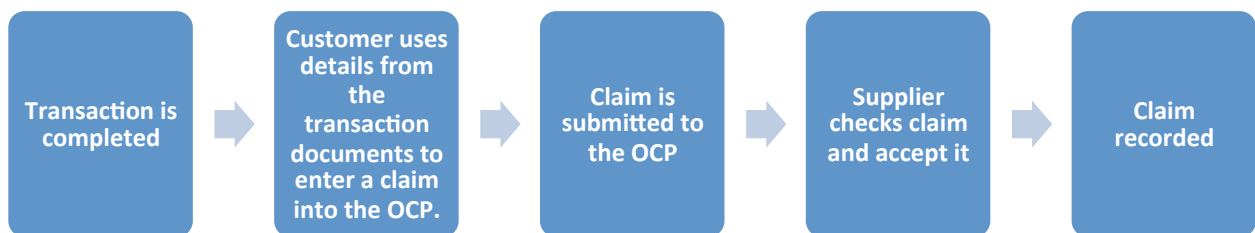
Click “**Supply Chain**”, then “**Suppliers**” (or “**Customers**”), find the correct organization, and then click on the “**Remove**” icon.

Existing Suppliers									
Name	Town	Post Code	Country	Certificate Id (COC/FM/CW)	Category	Status	Expires	Make Claims	Remove
Astronomic Wood Ltd			Poland	HF-COC-070015	COC	Issued	2018-04-01	☒	☒

Entering Claims

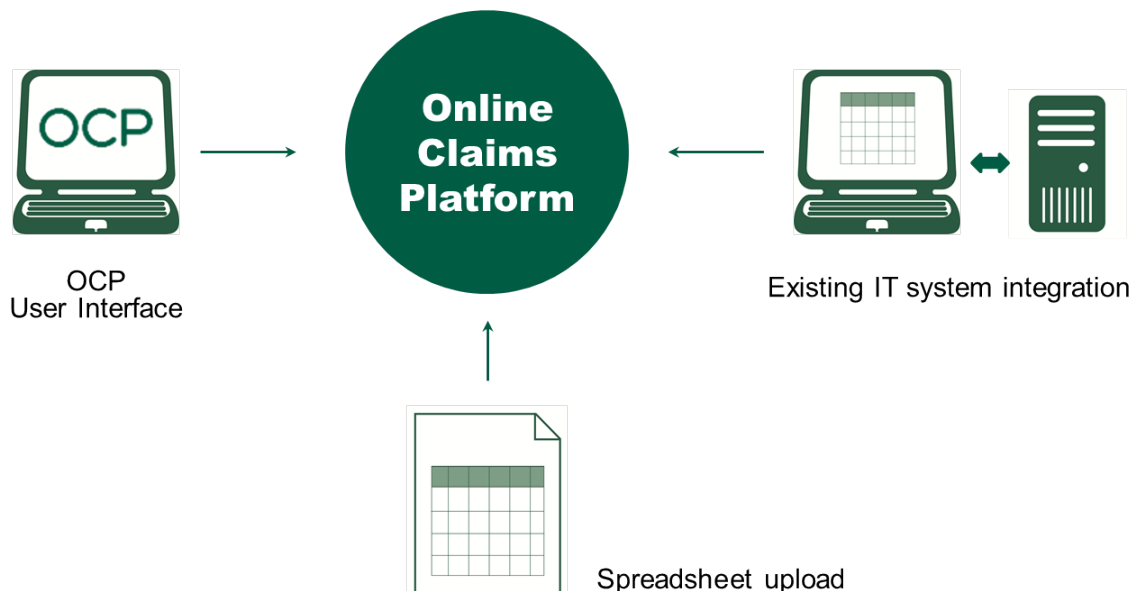
Overview

There are three methods you can choose to use when recording a claim in the OCP. The process of recording a claim varies slightly depending on the method you choose to use. However, all three methods follow the same basic pattern as shown in the diagram below.



- ① Note: You can choose to **Consolidate** or **Lump** similar claims. This means, that if you buy the same product from the same supplier multiple times, you can consolidate all of those claims into one monthly entry.

Three methods of entering claims:



User Interface (UI)

The User Interface (UI) is an online claim form accessed via the “Record Claims” tab under “Purchases” or “Sales”. On this page you are presented with a series of boxes to complete with information regarding the transaction you wish to record. As you populate the form, you will be given drop down options that correspond to your supplier’s certificate.

Spreadsheet Processor (SSP)

The Spreadsheet Processor (SSP) involves downloading a spreadsheet from the OCP into which you can enter multiple claims. You can then either upload or email the spreadsheet to the OCP. The details will be checked against your suppliers’ certificate information. If anything has been entered incorrectly, you will be emailed back a new spreadsheet containing only the claims that were found to have errors.

Application Programming Interface (API)

The API is a mechanism that allows direct integration of IT systems to the OCP system. Claims are sent over the Internet in JSON format. API Keys will be issued to any organisation who requests to use the system. Please contact support@ocphelp.zendesk.com for use of API.

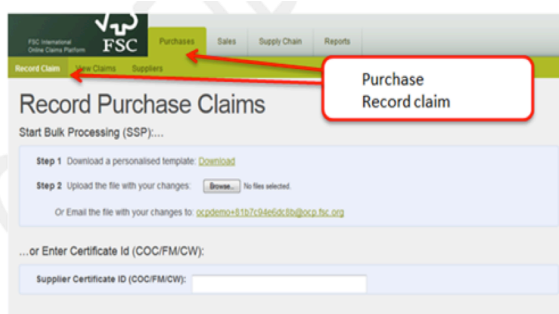
Method:	Suited to:
UI	• Small quantities of transactions • Transactions with few line items • Recording claims from single suppliers
SSP	• Larger volume of transactions • Recording claims from multiple suppliers at once
API	• Businesses wishing to integrate the OCP into their own systems or existing workflows • Large quantities of transactions

User Interface (UI)

Accessing the UI

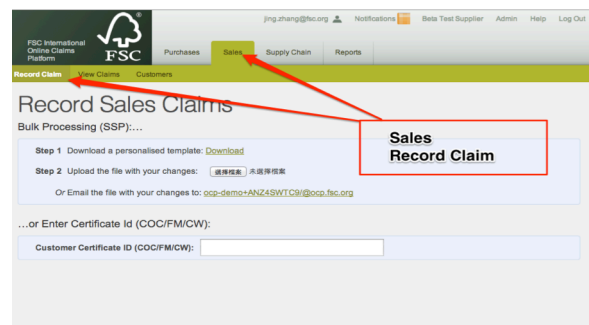
- Login to the OCP: <http://ocp-demo.fsc.org>

If you are recording FSC **Purchase** claims: navigate to “**Purchase**” Tab and then to the “**Record Claim**”.

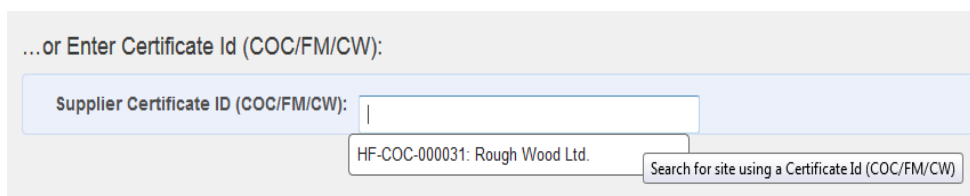


If your customer has given you permission to record your **Sales** claims: navigate to the “**Sales**” tab and then to the “**Record Claim**” sub tab.

- ① If you see a message that you are not able to enter sales claims you will need to [request permission](#) from your customer.



- Select the supplier (customer) from the drop down menu. If you have many suppliers (customers) you can begin typing in their certificate ID to reduce the list.



- The “**record claim**” form is then revealed. It should be completed using the information from your transaction documents.

...or Enter Certificate Id (COC/FM/CW):

Certificate ID (COC/FM/CW):
HF-COC-006170

Organisation

Organisation:
Blankfort Inc.
Address:
25, avenue Côte, St-Ephrem, Québec,
Canada

My Certificate Customer Certificate

Certificate Status: Issued
Certificate Issued: 2012-11-30
Valid From: 2012-11-30
Valid To: 2017-11-29
Certificate Code: HF-COC-006170
License Code: FSC-C111435

Invoice Details

Transaction Identifier
Claim Date

Line Item

Claim Type:
FSC Mix
Remove

Claim %

Product Type [optional]:
Description:

Quantity:
m

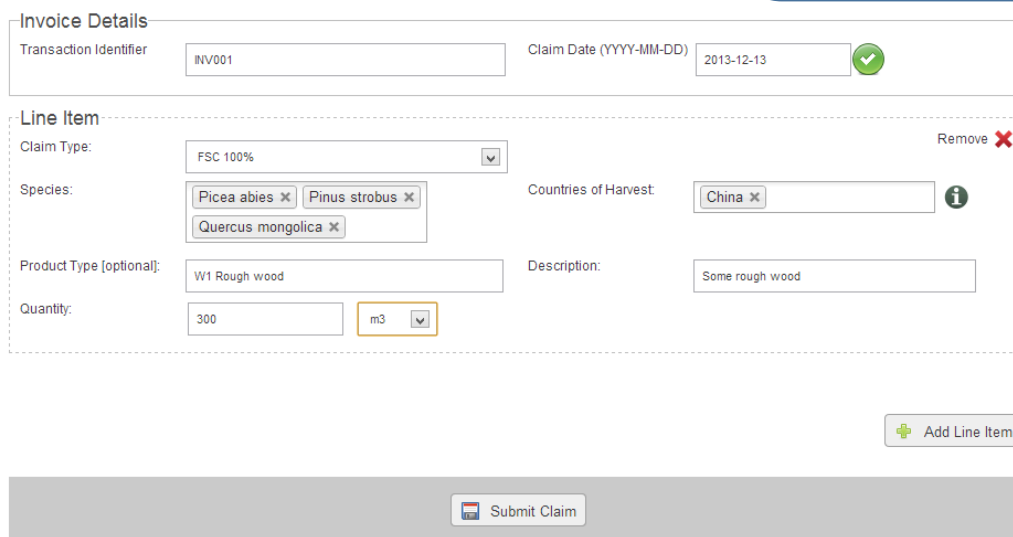
Add Line Item

Filling out the form and submit claim

- Complete all the mandatory and conditional fields³ (see Appendix 1)

Did you know that your workload can be reduced?

If you buy the same product from the same supplier multiple times you can **Consolidate** or Lump all of those claims into one monthly entry.



The form is divided into two main sections: 'Invoice Details' and 'Line Item'.

Invoice Details:

- Transaction Identifier:** INV001
- Claim Date (YYYY-MM-DD):** 2013-12-13 (with a green checkmark icon)

Line Item:

- Claim Type:** FSC 100% (dropdown menu)
- Species:** Picea abies, Pinus strobus, Quercus mongolica (tags with 'X' icons)
- Countries of Harvest:** China (tag with 'X' icon)
- Product Type [optional]:** W1 Rough wood
- Description:** Some rough wood
- Quantity:** 300
- Unit:** m3 (dropdown menu)

Buttons: 'Remove' (with a red 'X' icon), 'Add Line Item' (with a green plus icon), and 'Submit Claim' (with a flag icon).

Type the invoice number into the “**Transaction Identifier**” box and choose the “**Claim date**”⁴.

Enter the claims made by your supplier. First, choose the “**Claim Type**”.

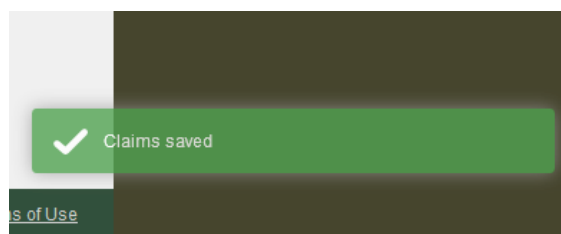
Enter the “**Product Type**”⁵ (optional) and a short “**Description**”. Lastly, enter the “**Quantity**” and choose the “**Unit**” of measurement

- Species and Countries of Harvest are mandatory when you buy from an FM/COC or CW/FM certificate or from a supplier with a Controlled Wood Risk Assessment who has sold you a product that contains wood from their risk assessment.

2013-12-10 (with a green checkmark icon)

December 2013						
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

- To add another line item, click “**Add Line Item**”. To remove a line item, click “**Remove**”. When you have added all of the details from your invoice click “**Submit Claim**”. A green window will pop up at the bottom showing the claim is saved.



³ FSC-STD-40-004_V2-1 Chain of Custody standard: 1.4 Records

⁴ Invoice date

⁵ 'Product type' is optional field which will help with your volume summary.

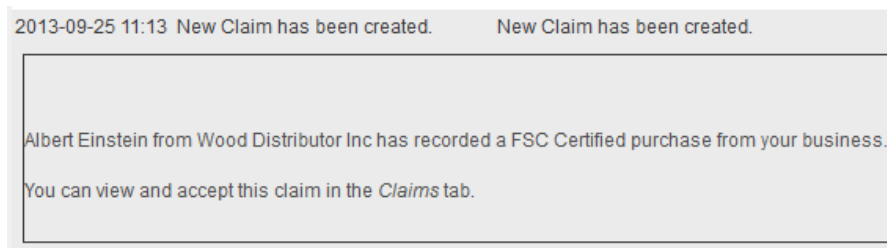
Managing claims

Accept Claims:

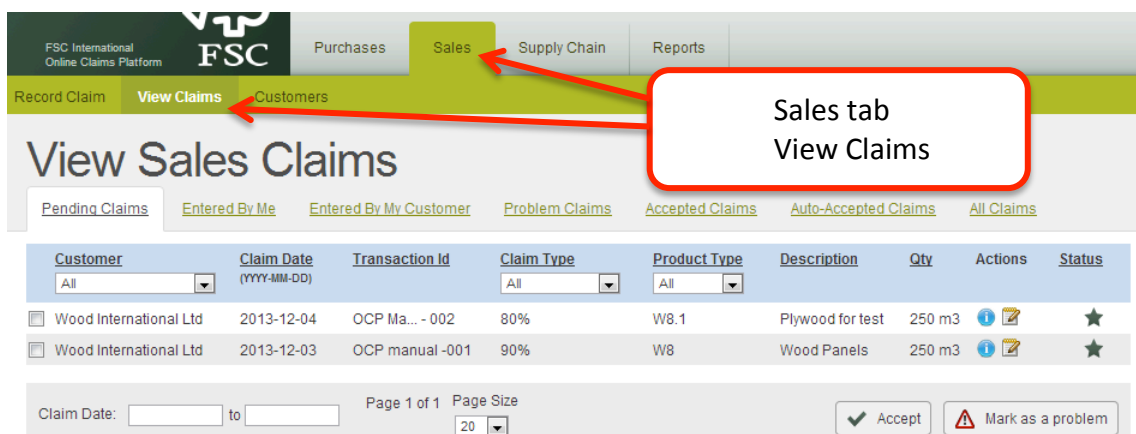
- You will be notified in the OCP once your trading partner has recorded an FSC claim for you to approve.



- Click on **“Notifications”** to read the message:



- If it is a claim from your customer, go to **“Sales”** tab, click on **“View Claims”** and you will be navigated to **“Pending Claims”**.
- If it is a claim recorded by your supplier on behalf of you, then go to **“Purchase”** tab.



- If the claim entered is correctly and matches your records, click **“Accept”**.
 - ① A claim will be auto-accepted after 14 days if the claim is not validated or rejected by the suppliers. Once accepted, the claims can still be deleted from the platform, but with a record of that deletion.

Reject Claims:

- If however, you notice a discrepancy in the claim you will be able to **“Mark it as a problem claim”**.
 - ① Your trading partner will receive a notification if you mark a claim they have entered as a problem claim.
- If your claim is marked as a problem by your trading partner, navigate to **“Purchase”** (or Sales) tab and then to **“Problem Claims”** to view the reason given for the problem and any comments provided by your trading partner. You can **“Delete”** or **“Edit”** the claim and resubmit it. The auto-acceptance period will then re-start.

Mark Problem Claims

Reason for problem
Invalid Claim Type

Comments
Claim type is wrong

[Pending Claims](#)

[Entered By Me](#)

[Entered By My Supplier](#)

[Problem Claims](#)

[Accepted Claims](#)

[Auto-Accepted Claims](#)

[All Claims](#)

Supplier	Claim Date (YYYY-MM-DD)	Transaction Id	Reason for problem	Comment	Actions
All					
Wooden Genetics Ltd	2013-12-04	OCP Ma...st 004	Invalid Claim Type	Claim type is wrong	
Wooden Genetics Ltd	2013-12-03	OCP manual -001	Invalid Claim Type	Claim type is wrong	Edit Claim

Claim Date: to

Page 1 of 1

Page Size

20

Delete

Edit Accepted Claims:

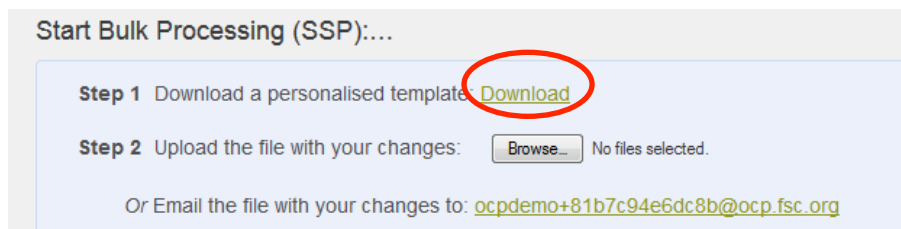
Navigate to **“Accepted Claims”**, select the claim and click the **“Mark as a problem”** button first. Then, go to **“Problem”** claims, edit the claim and submit it. Your trading partner will be notified and need to accept the claim again.

☒ Wooden Genetics Ltd	2014-05-06	Croatian	FSC 100%	W3	Croatian, Juglans man...	25 ft	 	✓
☐ Devereaux Sawmill, Inc.	2014-05-02	1234	FSC Mix 100%	W5.2	Test, Juglans mandshu...	5 mbf	 	✓
Claim Date: to Page 1 of 5 Go to page 1 Page Size 20								
								 Accept  Mark as a problem

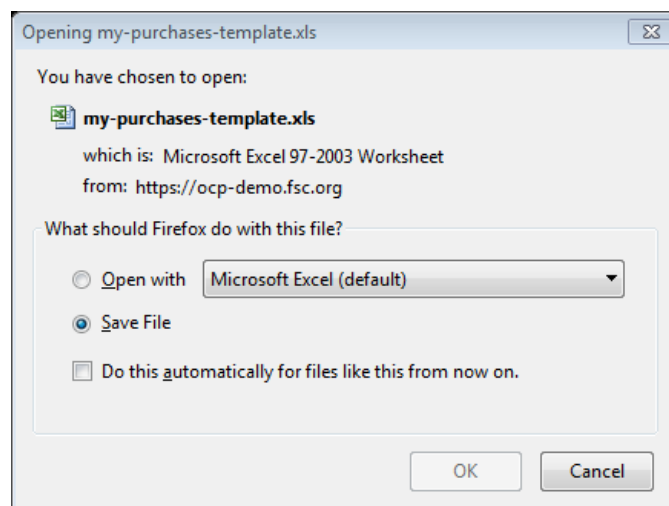
Using Spreadsheet Processor (SSP)

Step 1 – Downloading your spreadsheet

- In the **“Record Claim”** tab click the **“Download”** button next to Step 1 of the **“Start Bulk Processing”** section



- You can save a blank copy of the spreadsheet to your computer for easy access. This spreadsheet can then be used each time you enter claims in the future.



Step 2 – Filling out the spreadsheet

- Complete all the mandatory and conditional fields⁶ (see Appendix 1)



Invoice details:

Mandatory: Supplier Certificate ID, Transaction Identifier and Claim Date (YYYY-MM-DD)

PURCHASES		My Purchases					Wooden Genetics Ltd			
For office use only							HF-COC-003868			
		Invoice Details					Line Items			
Supplier Certificate ID (COC/FM/CW)	Transaction Identifier	Claim Date (YYYY-MM-DD)	Claim Type	Claim %	Species	Countries Of Harvest	Product Type (Optional)	Description	Quantity	Units
HF-COC-000031	001234	2013-11-15								

Invoice Details		
Supplier Certificate ID (COC/FM/CW)	Transaction Identifier	Claim Date (YYYY-MM-DD)
HF-FM/COC-000031	001234	2013-11-15



Line Items:

Mandatory: Claims Type, Description, Quantity, Units

Optional: Product Type

- ① Species and Countries of Harvest are mandatory when you buy from an FM/COC or CW/FM certificate or from a supplier with a Controlled Wood Risk Assessment who has sold you a product that contains wood from their risk assessment.

My Purchases					Wooden Genetics Ltd			House Street	
					HF-COC-003868			United Kingdom	
Line Items									
Claim Date (YYYY-MM-DD)	Claim Type	Claim %	Species	Countries Of Harvest	Product Type (Optional)	Description	Quantity	Units	
2013-11-15	FSC 100%		Betula pendula	China	W1.1 Roundwood(logs)	Birch Logs	250	m3	
2013-11-16	FSC Mix	70	Betula pendula	Russia	W3.1 Wood chips	Birch chips	130	tonnes	
2013-11-17	FSC Recycled	65			W8 Wood panels	Recycled panels	100	m	
2013-11-18	FSC Mix Credit		Picea abies	Sweden	W12.3 Tables	Round tables	50	items	
2013-11-19	FSC Recycled Credit		Picea abies	Norway	W8.1 Plywood	Recycled plywo	789	m3	
2013-11-20	FSC Control wood		Populus spp.	China	W1.1 Roundwood(logs)	Poplar logs	1000	m3	

Claim Type	Claim %
FSC 100%	
FSC Mix	70
FSC Recycled	65
FSC Mix Credit	
FSC Recycled Credit	
FSC Control wood	

Species	Countries Of Harvest
Betula pendula	China
Betula pendula	Russia
Picea abies	Sweden
Picea abies	Norway
Populus spp.	China

Product Type (Optional)	Description
W1.1 Roundwood(logs)	Birch Logs
W3.1 Wood chips	Birch chips
W8 Wood panels	Recycled panels
W12.3 Tables	Round tables
W8.1 Plywood	Recycled plywo
W1.1 Roundwood(logs)	Poplar logs

⁶ 'Product type' is optional field which will help with your volume summary.

Step 3 – Submitting the spreadsheet

- Navigate to the same **“Record Claim”** tab you accessed before (either under ‘Purchase’ or ‘Sales’)
- Click the **“Browse”** button next to Step 2 of the **“Start Bulk Upload”** section and select your spreadsheet from the popup box.

Start Bulk Processing (SSP):...

Step 1 Download a personalised template: [Download](#)

Step 2 Upload the file with your changes: No files selected.

Or Email the file with your changes to: ocpdemo+81b7c94e6dc8b@ocp.fsc.org

- A green window will pop up showing you that your spreadsheet has been uploaded.

Submitting SSP via Email

- Alternatively you can submit the spreadsheet via email. Attach your spreadsheet to an email and send it to the email address listed in Step 2 of the ‘Start Bulk Upload’ section⁷.

Start Bulk Processing (SSP):...

Step 1 Download a personalised template: [Download](#)

Step 2 Upload the file with your changes: No files selected.

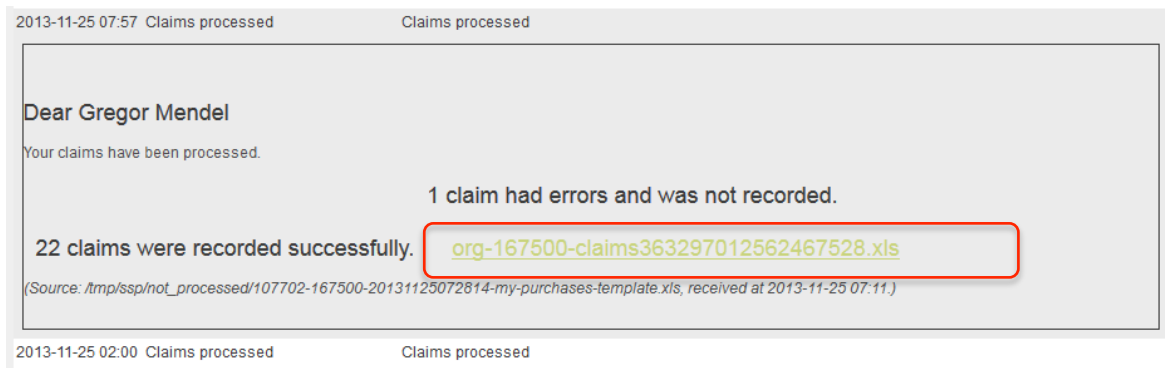
Or Email the file with your changes to: ocpdemo+81b7c94e6dc8b@ocp.fsc.org

- Once your claims have been processed you will receive a notification via email informing you that the claims have been entered successfully and, if there were any errors, information on the problem claims.

⁷ An example of the SSP inbox email: XXXX@ocp.fsc.org

Step 4 – Correcting Mistakes

- If any incorrect claims have been uploaded, a notification will be returned to you with a link to download another spreadsheet containing only the incorrect lines from your original upload.



- The fields containing the mistakes will be highlighted in orange.

My Purchases										Rough Wood Ltd.				House		
Invoice Details										HF-COC-000031				Italy		
Supplier Certificate ID (COC/FM/CW)	Transaction Identifier	Claim Date (YYYY-MM-DD)	Claim Type	Claim %	Species	Countries Of Harvest	Product Type (Optional)	Description	Quantity	Units						
CU-COC-816016	1234	2014-05-05	FSC MIX	70	Picea abies, Abies spp	United Kingdom, Russia	W5.4	Floor planks	26.46	m3						
TT-COC-001063	205621	2014-05-05	FSC 100%		Pinus Sylvestri	Norway	W5.4	Floor planks	49.39	m3						
ZZ-COC-008576	346755	2014-05-06	FSC 100%		Picea abies	Russia	W5.4	Floor planks	100.6	m3						
JJ-COC-086869	HH397584	2014-05-10	FSC 100%		Prunus avium	United Kingdom	W4.3	Fence Posts	34.8	m3						

- In this returned sheet, cell format of “Claim Date” was changed to ‘General’ by Excel during the data process. You need to change the format back to ‘Date’ in order to view the correct dates.
- Right click on the cell->Choose “Format Cells”->choose “Date”

Claim Date
(YYYY-MM-DD)
11/10/2013
11/10/2013

- Correct the highlighted errors and resubmit following the instructions from Step 3.

Reporting

Volume Summary

The OCP can be used to generate a Product Type Volume Summary. The summary will be automatically produced from all the Claims you record and the output summary will be automatically produced from all the Claims your customer's record (or you enter on their behalf)⁸.

A	B	C	D	E	F	G
Supplier	Product Type	Product Description	Quantity	Units	Conversion factor to m3	m3
CU-COC-805617	W11.8	14.5 X 144 TORUS Medium-Density Fibreboard	440	mtr	0.002088	0.91872
CU-COC-805617	W11.8	18 X 219 OGEE Medium-Density Fibreboard	64	mtr	0.003942	0.252288
CU-COC-805617	W11.8	18 X 50 Picture Rail Medium-Density Fibreboard	293	mtr	0.001242	0.363906
CU-COC-816016	W11.8	18 X 119 TORUS Medium-Density Fibreboard	157	mtr	0.002142	0.336294
TT-COC-001663	W11.8	18 X 144 OGEE Medium-Density Fibreboard	544	mtr	0.002592	1.410048
TT-COC-001663	W11.8	14.5 X 94 Lambs Tongue Medium-Density Fibreboard	64	mtr	0.001363	0.087232
TT-COC-001670	W11.8	25 X 175 Weatherboard Medium-Density Fibreboard	50	mtr	0.004375	0.21875
TT-COC-001811	W11.8	14.5 X 69 Lambs Tongue	768	mtr	0.0010005	0.768384
TT-COC-001811	W11.8	18 X 69 OGEE Medium-Density Fibreboard	576	mtr	0.001242	0.715392
TT-COC-001811	W11.8	18 X 69 OVOLO Medium-Density Fibreboard	945	mtr	0.001242	1.17369
TT-COC-002005	W11.8	14.5 X 119 Lambs Tongue Medium-Density Fibreboard	976	mtr	0.0017255	1.684088

 The table above is an example of the data that the OCP can produce to assist with Volume Summaries. The sheets in the Excel report will provide a full list of verified suppliers, and summaries of inputs and outputs by product type and supplier. Conversion factors may be entered for product types, if applicable.

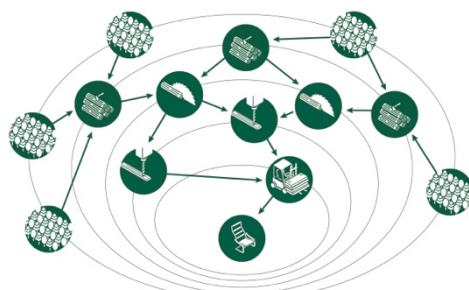
To download a sample Volume Summary report, click **“Reports”**, then **“Volume Summary”**, then **“Get Volume Summary”**. Click **“OK”** to download the Excel sheet and save it to your computer.

⁸ FSC-STD-40-004_V2-1 Chain of Custody standard: 5.2 Material Balance and 6.1.1 Identification of output sold with FSC claims

Origin Report

Species and Countries of Harvest need to be recorded in the OCP at the point when you buy newly introduced wood into the FSC supply chain. This means from an FM/COC or CW/FM certificate or from a supplier with a Controlled Wood Risk Assessment who has sold you a product that contains wood from their risk assessment. All products with FSC claims are recorded in the OCP so it is possible to provide information concerning 'all possible countries of harvest' and 'all possible species' which could be included in a product.

- ① This happens without you or your customer being able to see the full supply chain.
- ① Such reports will assist with trade regulation compliance⁹.



Species & Countries of Harvest Report		
Product	Species	Countries of Harvest
Product 1	Picea sitchensis	Sweden
	Picea abies	Russia
	Pinus sylvestris	Norway
	Larix decidua	
	Picea obovata	

To download a case study of Origin Report, click **“Reports”**, then **“Origin Report”**, then **“Get Origin Report”** to download.

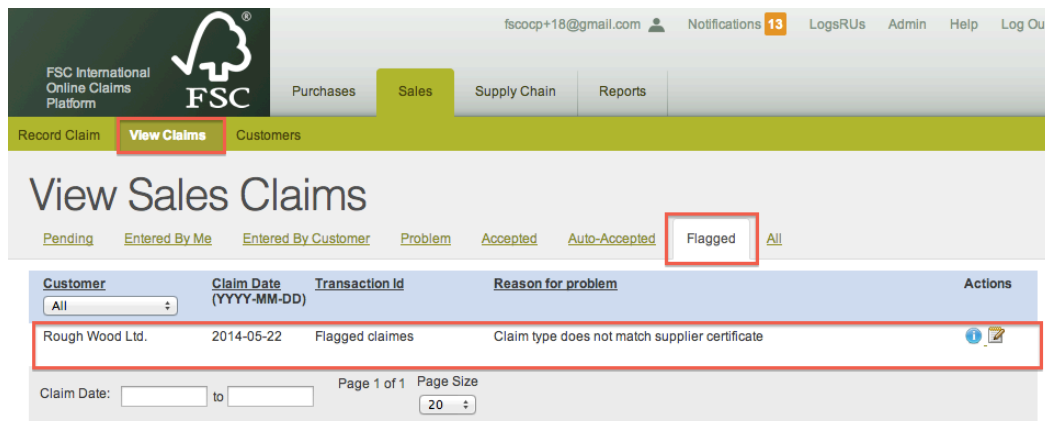
- ① This case study shows what is expected to be revealed by the origin report.
- ① Click **“Go back”** to navigate back the OCP account.

Supplier	Certified Species	Countries of Harvest	Claim(s)	Supplier Type	Customer	Suppliers	Product	Species	Countries
Organisation A	Species A Species B Species C Species D Species E	Country A	FSC 100%	FMU	Organisation E	Organisation A Organisation B Organisation C Organisation D	Product A	Species A Species B Species C Species D Species E Species F Species G Species H	Country A Country B Country C
Organisation B	Species A Species D Species E Species F Species G	Country B	FSC 100%	FMU					
Organisation C	Species A Species C Species E Species G Species H	Country C	FSC 100%	FMU					
Organisation D	Species A Species B Species C Species D	Country A	FSC 100% / FSC Controlled Wood	FM/CW					
					Organisation F	Organisation B Organisation C	Product B	Species A Species C Species D Species E Species F Species G Species H	Country B Country C

⁹ Including EUTR, Lacey Act and so on.

Flagged Claims

You can find “Flagged” as an item in the View Claims tab for Purchases and Sales. It is a view of accepted Claims which may fall outside the scope of the applicable supplier’s certificate.



The screenshot shows the FSC International Online Claims Platform interface. The top navigation bar includes links for Purchases, Sales, Supply Chain, and Reports. The 'View Claims' tab is active. Below the navigation bar, the 'View Sales Claims' section is displayed. A filter bar shows various claim statuses: Pending, Entered By Me, Entered By Customer, Problem, Accepted, Auto-Accepted, and Flagged (which is highlighted with a red box). Below the filter bar, a table lists claims. The first row is highlighted with a red box and contains the following data:

Customer	Claim Date (YYYY-MM-DD)	Transaction Id	Reason for problem	Actions
Rough Wood Ltd.	2014-05-22	Flagged claims	Claim type does not match supplier certificate	 

At the bottom of the table, there are filters for 'Claim Date' (from to) and 'Page Size' (set to 20).

A potential “out of scope” claim is a claim that was entered into the OCP, which didn’t fall within the scope of the supplier’s certificate on the date the claim was made (based on the scope details listed for that CH in info.fsc.org).

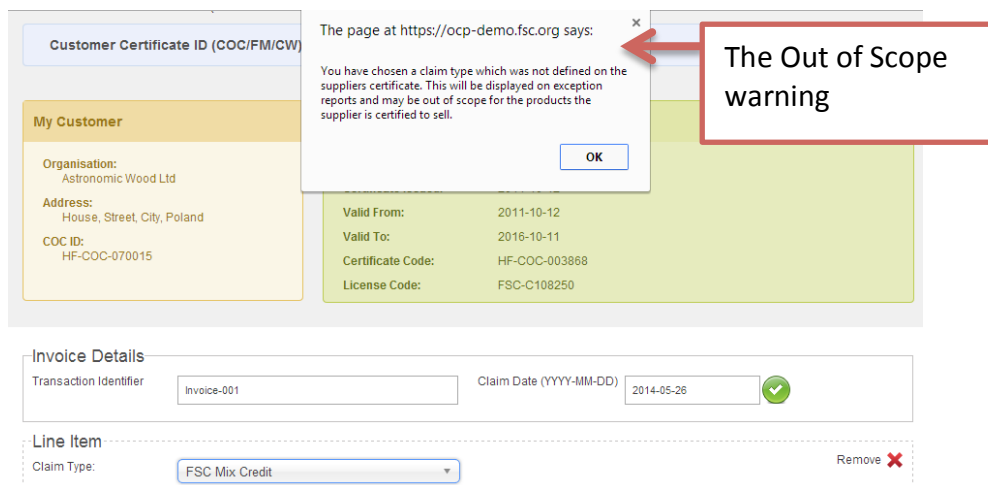
The following define the rules for claims which go on “Flagged claims” (i.e. are out of scope).

- The claim date is outside the start and end date of the certificate.
- Certificate is suspended on the claim date/claim date period.
- Product type chosen is not on the certificate (product type is optional).
- Claim type chosen is not listed on the certificate.
- Claim type chosen is not on certificate for the product type chosen.
- Species chosen is not listed on the certificate.
- Species chosen is not on the certificate for the product type chosen.

Example:

Your supplier claimed “FSC Mix 70%” on a transaction for a specific product, however the supplier was not certified to sell that product with an “FSC Mix” claim. If you enter the claim as “FSC Mix” based on the invoice issued by the supplier, and supplier accepts it, the claim will appear in the “Flagged” tab under “View Claims”.

- You selected “Claim Type” as “FSC MIX” which is outside the supplier’s certificate scope:
 - The OCP will remind you if the claim type, product type or species is out of scope when you enter claims. Click “OK” to move forward and you can still submit the claim.



The page at <https://ocp-demo.fsc.org> says:

You have chosen a claim type which was not defined on the suppliers certificate. This will be displayed on exception reports and may be out of scope for the products the supplier is certified to sell.

OK

The Out of Scope warning

Customer Certificate ID (COC/FMI/CW)

My Customer

Organisation: Astronomic Wood Ltd

Address: House, Street, City, Poland

COC ID: HF-COC-070015

Valid From: 2011-10-12

Valid To: 2016-10-11

Certificate Code: HF-COC-003868

License Code: FSC-C108250

Invoice Details

Transaction Identifier: Invoice-001

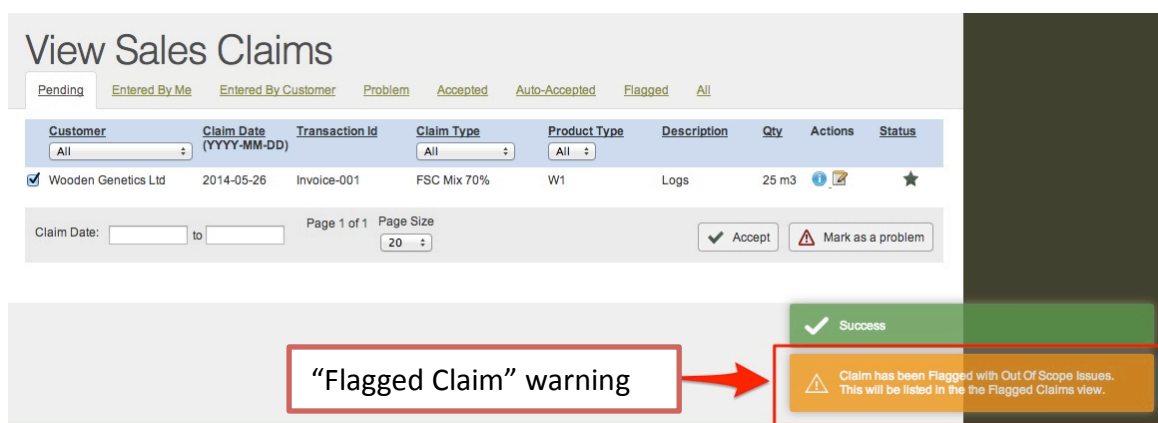
Claim Date (YYYY-MM-DD): 2014-05-26

Line Item

Claim Type: FSC Mix Credit

Remove

- When your supplier accepts the claim, they will get an orange warning that this claim is “out of scope”:



View Sales Claims

Pending Entered By Me Entered By Customer Problem Accepted Auto-Accepted Flagged All

Customer	Claim Date (YYYY-MM-DD)	Transaction Id	Claim Type	Product Type	Description	Qty	Actions	Status
Wooden Genetics Ltd	2014-05-26	Invoice-001	FSC Mix 70%	W1	Logs	25 m3	Accept Mark as a problem	★

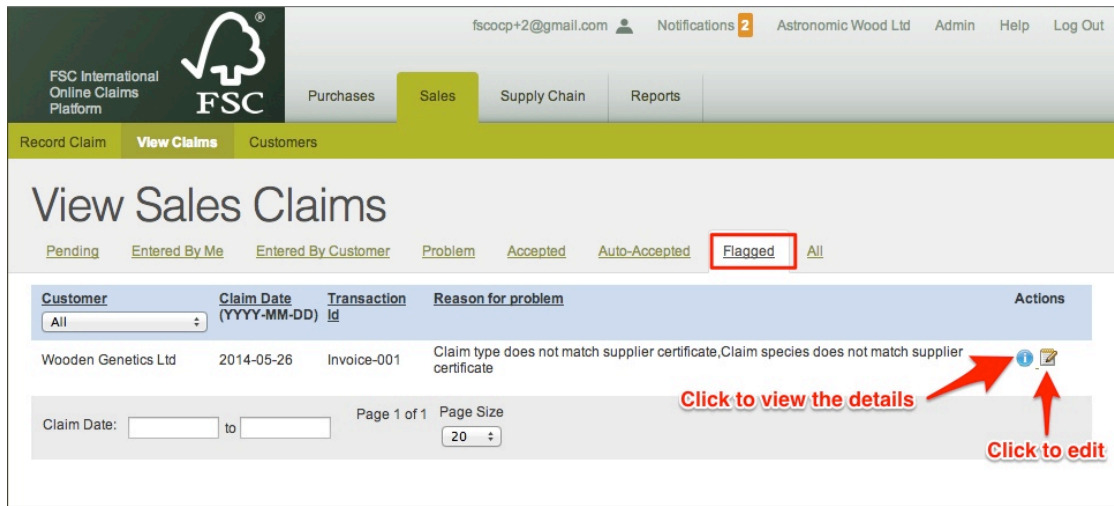
Claim Date: to Page 1 of 1 Page Size 20

“Flagged Claim” warning

Success

Claim has been Flagged with Out Of Scope Issues. This will be listed in the the Flagged Claims view.

3. The supplier can click on **"Flagged"** and find this claim.
 - ① If the supplier choose to **"Edit"** the claim, correct all out of scope issues and submit again, the claim will be moved to the **"Pending"** tab for them to accept it again.
 - ① You, as the customer, will receive a notification of this change.
 - ① If the supplier click on **"Edit"** the claim but does nothing, the claim will be moved to **"Problem"** claims. Then either you or your supplier can edit the claim and submit it again



FSC International Online Claims Platform

fscocp+2@gmail.com Notifications 2 Astronomic Wood Ltd Admin Help Log Out

Purchases Sales Supply Chain Reports

Record Claim View Claims Customers

View Sales Claims

Pending Entered By Me Entered By Customer Problem Accepted Auto-Accepted **Flagged** All

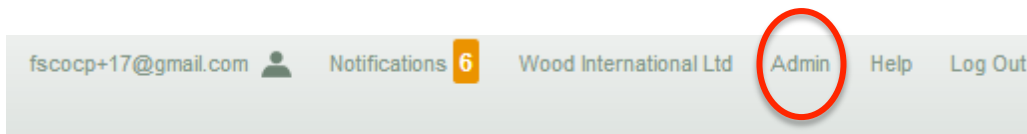
Customer	Claim Date (YYYY-MM-DD)	Transaction Id	Reason for problem	Actions
Wooden Genetics Ltd	2014-05-26	Invoice-001	Claim type does not match supplier certificate, Claim species does not match supplier certificate	Click to view the details Click to edit

Claim Date: to Page 1 of 1 Page Size

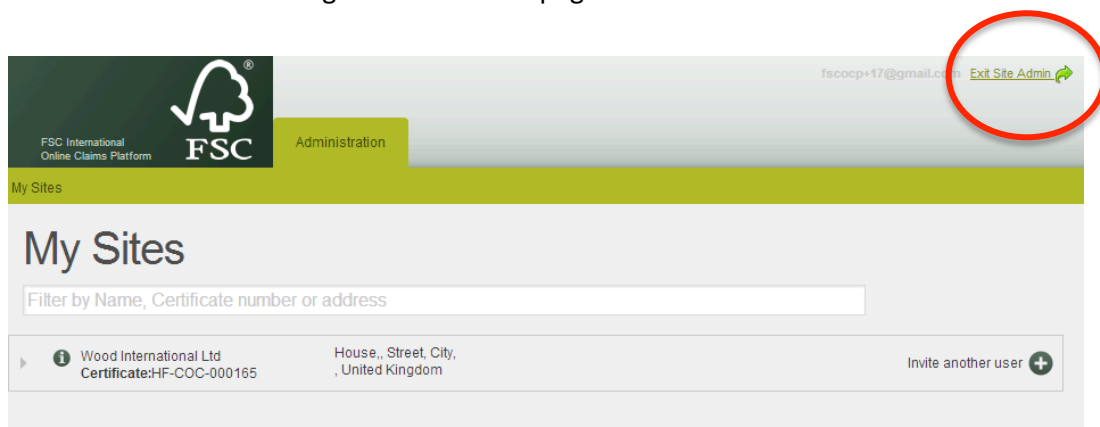
Administration

Site Admin

- If you are logged in as the administrator for your organization or site, click the **Admin** button from the admin screen, where you will be able to:

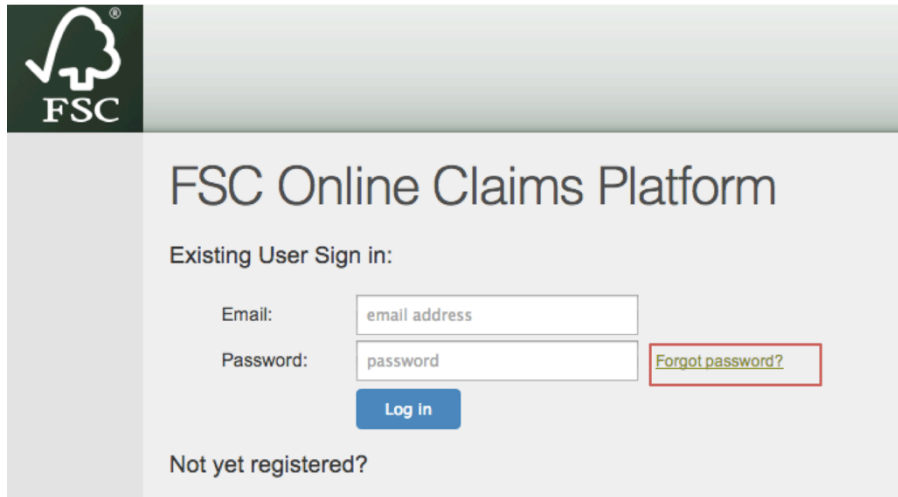


- View sites associated with the Account
- View Users associated with the Account across all sites by site
- Add a new OCP Admin User to any site associated with the CH account
- Add a new OCP User to any site associated with the Certificate Holder account
- Change status of OCP Admin Users to OCP Users at any site belonging to the Account
- Change status of OCP Users to OCP Admin User at any site belonging to the Account
- De-activate OCP Users
- Click on **Exit Site Admin** to navigate to the claim page.

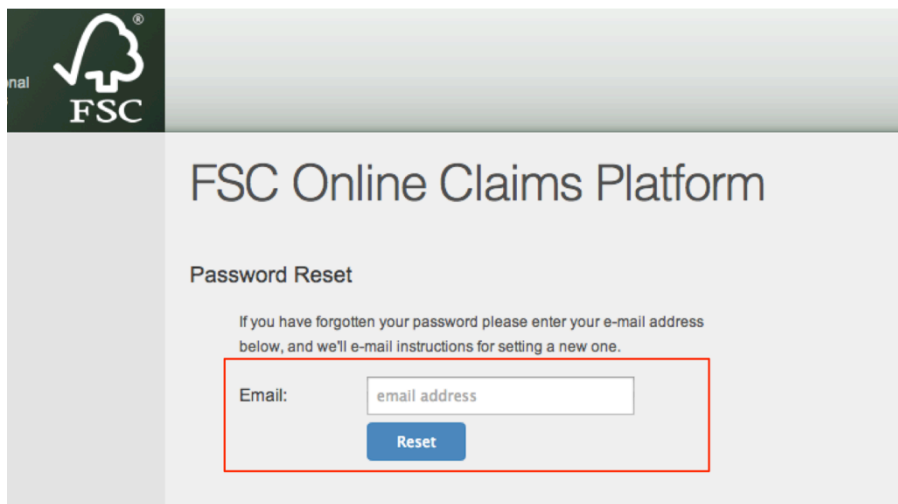


Managing Passwords

- Click the forgotten password link on the login page



- Enter the email address you used to register for the OCP, click on “Reset”.



- You will receive an email to the email account that is registered for the OCP.
- Click on the link to reset your password.

FSC Online Claims Platform

You will receive an email from us shortly. This contains a link to reset your password.

If you don't get this within the next 10 minutes - please check your spam folder.

[Back to the Log in page](#)

Password reset for FSC OCP

oep-demo@ssp.stringtogether.com

Sent: Thu 1/23/2014 8:41 PM

To: Jing Zhang (External)

Dear Jing Zhang,

You have requested a new password for your FSC OCP account.

Click the following link to confirm and reset your password:

<http://ocp-demo.fsc.org/invite.html#/reset/j.zhang%40fsc.org/cc8e7c73e38258ff6be3a18970ee678ce4a0052a5d4608f743c870b78466ae503b68002b78aaddcdcc4119d78926dec65f0dact>

Click the link to reset your password

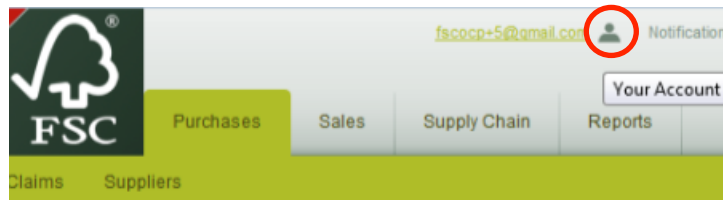
If you didn't request to reset your password, then please just ignore this email.

Regards,

FSC OCP team.

Change Your OCP Language

- Navigate to **“Your Account”**:



- Choose **“Edit”** from **“Language Details”**:

User Information

User Details:

Name: Gregor Mendel
Role: Administrator

E-mail Address: fscocp+5@gmail.com

Language Details:

Language: English

Password Details:

Password: *****

SSP Details

SSP inbox E-mail Address: ocpdemo+81b7c94e6dc8b@ocp.fsc.org

Certificate Details

OCP

Terms of Use

- Select the language of choice:

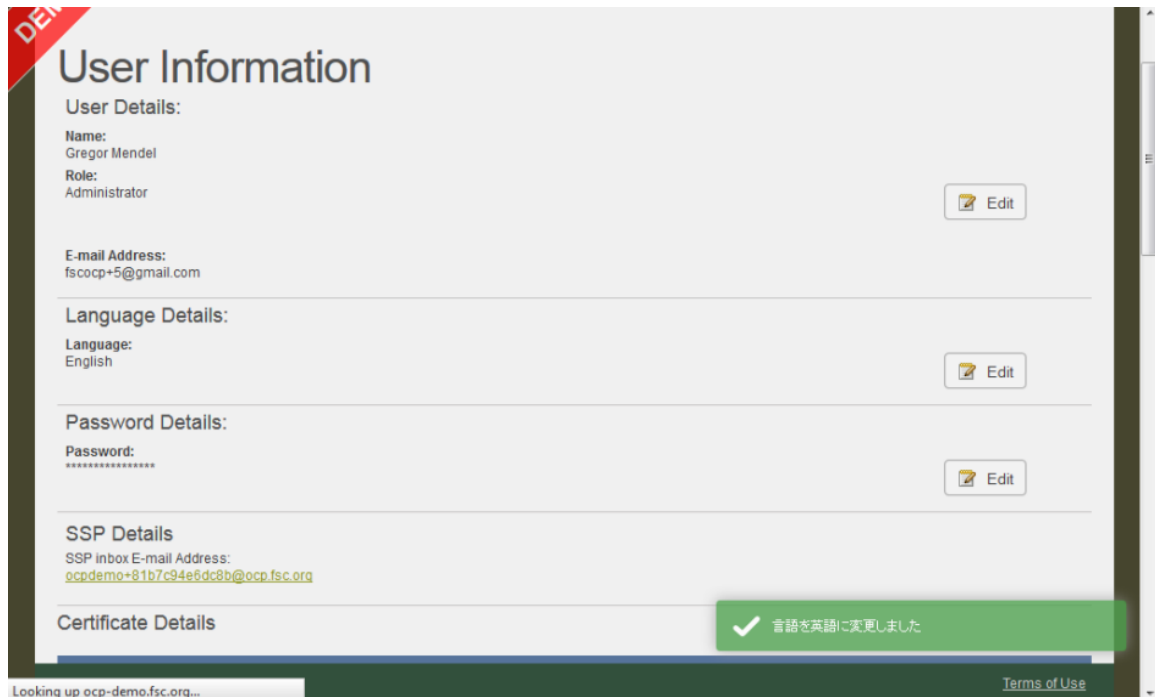
Please select a language

Language

- English
- 简体中文
- Русский
- Français
- Español
- Italiano
- Hrvatski
- 日本人
- Danske
- Polski

Other languages will be added.

- If the language does not change on your current page, refresh your screen or open the page in a new tab.



User Information

User Details:
 Name: Gregor Mendel
 Role: Administrator
 Edit

E-mail Address:
 fscocp+5@gmail.com

Language Details:
 Language: English
 Edit

Password Details:
 Password: *****
 Edit

SSP Details
 SSP inbox E-mail Address: ocpdemo+81b7c94e6dc8b@ocp.fsc.org

Certificate Details

✓ 言語を英語に変更しました

Looking up ocp-demo.fsc.org... [Terms of Use](#)



ユーザー情報

ユーザーの詳細情報:
 Name: Gregor Mendel
 役職: Administrator
 編集する

電子メールアドレス:
 fscocp+5@gmail.com

言語の詳細:
 言語: 日本人
 編集する

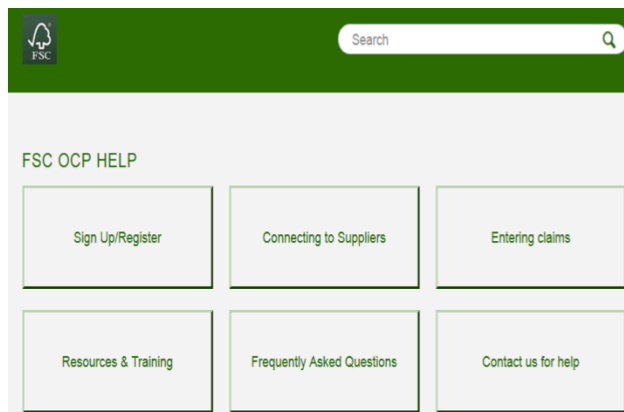
パスワードの詳細:
 パスワード: *****
 編集する

SSPの詳細

OCF [利用条件](#)

Getting Support

Where can I get support?



Support for the OCP is available via the [OCP Help website: ocp-help.fsc.org](https://ocp-help.fsc.org).

From there you have access to a library of support documents, videos, quick reference guides and FAQs.

If you cannot find the answer to your question within this knowledge base, you can also raise a ticket with the support team.

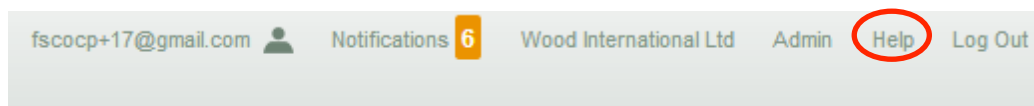
What is a ticket?

When you submit a help request to the support team, it is known as a ticket. Your ticket will be assigned to the person who is best equipped to deal with your question. The support person will respond to your ticket via email.

How do I submit a ticket?

To submit a ticket to the support team you can:

-  Use the [OCP help](https://ocp-help.fsc.org) or
-  Send an email to support@ocphelp.zendesk.com. Or
-  Click on the **Help** tab in the OCP and describe your question.



- ① English is the preferred language for support tickets. Other languages are supported but may result in slower response.

Guidelines for submitting a ticket

1. Include your organization name and certificate code.
2. Ensure that you can reproduce the problem
3. Give a brief description
 - Be specific about the problem.
 - include what you were trying to do, what went wrong and when the issue occurred
 - e.g. 'At 10:00GMT 03/08/2013, when I was recording a claim from my supplier XYZ, I was unable to select FSC 100% from the Claim Type list.'
4. Give instructions on how to reproduce the issue
 - Provide detailed step by step instruction so that the support team can reproduce the problem.
 - If you receive any error messages, include the text in the messages.
 - If possible include screen shots.
 - If possible include all the data you entered into all fields.
 - If possible, list your operating system, web browser and the software you were using.

By providing us with this information, you will speed up the support process for your ticket and the speed in which the problem is resolved.

Appendix 1: About the OCP “Test Supplier” Account

In the OCP, the “Test Supplier” account is a private account that any certificate holders can connect to in order to test any features of the OCP. This is a good first step to learn about how the OCP works.

There are two ways you can test the OCP using the “Beta Test supplier” account. You can choose to connect to the “Beta Test Supplier” account in the “**demo**” version or start using the “**live**” version of the OCP.

The Test Supplier, named “**Beta Test Supplier**”, can be found by searching “**Beta-COC-000001**” on the “**Supply Chain**” connections screen.



Name	Town	Post Code	Country	Certificate Id (COC/FM/CW)	Category	Status	Expires	Action
Beta Test Supplier		5107 Bocono	Venezuela	BETA-COC-000001	COC	Issued	2016-08-29	Connect

Once you issue a connection request to this supplier, the OCP will accept the connection as if it was a real connection.

Once the connection has been made, the customer can record fictitious claims as if they had been made by this supplier. The OCP will then regularly accept these claims, acting as the Test Supplier. These claims will appear in the users reports as if it was real data, but notated as test data. This data can be deleted at any time by the user.

The account will be configured as a certificate holder with a Controlled Wood Risk Assessment in their scope, as this will illustrate the additional data that is required to be captured for such suppliers.

Test Supplier Details

Certificate Code	BETA-COC-000001
License Code	HF-BETA001
Controlled Wood Code	BETA-CW-000001
Certificate Status	Valid
First issue date	2006-08-28
Last issue date	2011-08-30
Expiry date	2016-08-29
Company Name	Beta Test Supplier
Address	Cabañas Murmullo de Piedra, Mérida, Via Jají., 5107 Bocono, Venezuela
Contacts	neethu.jacob@historicfutures.com , jing.zhang@fsc.org

Products

Product Type	Species	Main Output Category
W3 Wood in chips or particles W3.1 Wood chips	Pinus caribaea, Pinus strobus, Betula pendula, Juglans mandshurica	FSC Controlled Wood, FSC Mix, FSC 100%
W1 Rough wood W1.1 Roundwood (logs)	Pinus caribaea, Pinus strobus, Betula pendula, Juglans mandshurica	FSC Controlled Wood, FSC Mix, FSC 100%
W5 Solid wood (sawn, chipped, peeled) W5.2 Solid wood boards	Pinus caribaea, Pinus strobus, Betula pendula, Juglans mandshurica	FSC Controlled Wood, FSC Mix, FSC 100%
W3 Wood in chips or particles W3.2 Sawdust	Pinus caribaea, Pinus strobus, Betula pendula, Juglans mandshurica	FSC Controlled Wood, FSC Mix, FSC 100%



Appendix 2: Data Fields

Field	Requirement	Data	Valid inputs	Guidance
Certificate ID	Mandatory	The code of the certificate holder for whom you are recording the claim.	The valid COC/FM certificate code of any of your supplier (or customer for sales claim).	Should be provided on all sales documents
Transaction Identifier	Mandatory	Any code or number, which can be used to uniquely identify the sales document.	This field is free text so accepts any input.	i.e. Invoice #, Delivery note #
Claim Date	Mandatory	The date on the sales document corresponding to the claim	UI: dropdown selection SSP: YYYY-MM-DD	
Claim Type	Mandatory	The FSC Claim that is made on the sales document.	FSC 100%, FSC Mix, FSC Mix Credit, FSC Recycled, FSC Recycled Credit, FSC Controlled Wood.	UI: selected from a drop down menu SSP: requires a valid claim type to be entered
Claim %	Conditional: Required when claim type is a percentage	Used to capture the % value of the claim being made, when the claim type is a percentage claim. e.g. FSC Mix 70%	Numeric value between 1 and 99 (100 is acceptable for FSC Recycled but not FSC Mix)	Only enter the numeric value. Do not include a % symbol.
Species	Conditional: Required when you buy from an FM/COC or CW/FM certificate or from a supplier	Latin name of the species listed in the claim.	The Latin name of any tree species picked from the Pick Lists or search provided.	UI: dropdown selection



Field	Requirement	Data	Valid inputs	Guidance
	with a Controlled Wood Risk Assessment who has sold you a product that contains wood from their risk assessment			SSP: must correctly enter a species name as per the pick list or suppliers certificate information.
Country of Harvest	Conditional: Required when you buy from an FM/COC or CW/FM certificate or from a supplier with a Controlled Wood Risk Assessment who has sold you a product that contains wood from their risk assessment	Country from which the fibre in the claim originated.	Country name must be chosen from the ISO country list.	UI: dropdown selection SSP: Must correctly enter a valid country name Resource: ISO country list
Product Type	Optional	The type of product being claimed, as classified by FSC	A valid Product Type from the FSC Product Type classification i.e. W1.1Roundwood (logs)	UI: dropdown selection SSP: must correctly enter the full product type code and name Resource: FSC-STD-40004a
Description	Mandatory	A description of the product.	This field is free text so accepts any input.	Could use the description given on the transaction documents



Field	Requirement	Data	Valid inputs	Guidance
Quantity	Mandatory	The total quantity of each line item	Numerical value 0 < 9,999,999.99999999	Enter the numerical value only
Units	Mandatory	The unit by which the product is measured.	m, m ² , m ³ , mbf, l, items, lb, kg, tonnes	If none of the valid inputs match your units, use items and include the actual units in the description.